



June 22, 2012

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
9300 East Hampton Drive  
Capitol Heights, MD 20743

Re: WC Docket No. 10-90, Annual 54.313(a)(2) through (6); and (h) Report of High-Cost Recipient

Dear Ms. Dortch:

Enclosed herein is the annual report for **Monitor Cooperative Telephone Company**, Study Area Code 532384 pursuant to §54.313 of the Commission's rules.

We are filing this report via the FCC ECFS system

Please contact me with any questions at:

Phone 503-634-2266  
Email [gerif@monitorcoop.net](mailto:gerif@monitorcoop.net)

Sincerely,

A handwritten signature in cursive script that reads "Geri Fraijo".

Geri Fraijo  
General Manager/President

Enclosures

Copies to:

Karen Majcher

Vice President-High Cost and Low Income Division  
Universal Service Administrative Company

Designated Recipient

Oregon Public Utility Commission  
PO Box 2148

**Monitor Cooperative Telephone Company**  
**2012 Annual 54.313 Report of High-Cost Recipient**

**Certifications**

In compliance with the following regulations, **Monitor Cooperative Telephone Company**, by Geri Fraijo its General Manager/President hereby certifies, subject to the penalties for false statements imposed under 18 U.S.C. § 1001, that:

**54.313(a)**

**47 CFR § 54.202(a)(1)(i)** – It will make reasonable efforts to comply with the service requirements applicable to the support it receives, specifically:

High Cost Loop Support – the services listed and defined in 47 CFR § 54.101(a).

Lifeline Support – the three criteria set forth in 47 CFR § 54.401(a).

Interstate Common Line Support – the filings required in 47 CFR § 54.903 and the certification required in 47 CFR § 54.

**47 CFR § 54.313(a)(5)** – It will make reasonable efforts to comply with applicable service quality standards as stated in Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities and consumer protection rules as defined in 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft.

**47 CFR § 54.313(a)(6)** – It will make reasonable efforts to function in emergency situations as set forth in 47 CFR § 54.202(a)(2).

Certified by:

  
Signature

Geri Fraijo  
Printed Name

General Manager/President  
Title

**Monitor Cooperative Telephone Company**

**2012 Annual 54.313 Report of High-Cost Recipient**

**54.313(a)(2) Detailed Information on any Outage in 2011**

An outage is a significant degradation in the ability of an end user to establish and maintain a channel of communications as a result of failure or degradation in the performance of a communications provider's network of at least 30 minutes in **Monitor Cooperative Telephone Company** service area.

An outage affected at least ten percent of the end users in the service area.

\_\_\_\_ YES \_\_\_\_

An outage that potentially affects a 911 special facility occurs whenever:

- (1) There is a loss of communications to PSAP(s) potentially affecting at least 900,000 user-minutes and: The failure is neither at the PSAP(s) nor on the premises of the PSAP(s); no reroute for all end users was available; and the outage lasts 30 minutes or more; or
- (2) There is a loss of 911 call processing capabilities in one or more E-911 tandems/selective routers for at least 30 minutes duration; or
- (3) One or more end-office or MSC switches or host/remote clusters is isolated from 911 service for at least 30 minutes and potentially affects at least 900,000 user-minutes; or
- (4) There is a loss of ANI/ALI (associated name and location information) and/or a failure of location determination equipment, including Phase II equipment, for at least 30 minutes and potentially affecting at least 900,000 user-minutes (provided that the ANI/ALI or location determination equipment was then currently deployed and in use, and the failure is neither at the PSAP(s) or on the premises of the PSAP(s)).

An outage affected a 911 special facility in the service area.

NO

Information on each outage included in the above:

(A) The date and time of onset of the outage - 8/16/2011

(B) A brief description of the outage and its resolution – Replaced Switch chassis between 1:00 am and 2:00 am down timeless than one hour

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(C) The particular services affected – \_Local; EAS; 911; Toll Trunks

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(D) The geographic areas affected by the outage - \_\_\_100% of 503/634 Exchange \_\_\_

(E) Steps taken to prevent a similar situation in the future – \_\_\_\_\_

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(F) The number of customers affected - 536

**Monitor Cooperative Telephone Company**

**2012 Annual 54.313 Report of High-Cost Recipient**

**Miscellaneous Information**

54.313(a)(3) The number of requests for service from potential customers within the recipient's service areas that were unfulfilled during the prior calendar year - 0

54.313(a)(4) The number of complaints per 1,000 connections in 2011 - 0

54.313(a)(5) Satisfaction of Consumer Protection and Service Quality Standards

Consumer Protection

**Monitor Cooperative Telephone Company** complies with the requirements of 47 CFR Part 64 Subpart U, Customer Proprietary Network Information and the Federal Trade Commission Red Flag rules to prevent identity theft. A manual for each of those programs is in place and is part of the employees' handbook. Employee training is conducted annually and new hires are instructed on the programs as required by their job functions.

Service Quality Standards

**Monitor Cooperative Telephone Company** complies with the service standards of the State of Oregon as promulgated in the Oregon Administrative Rules 860-034-0390, Retail Telecommunications Service Standards for Small Telecommunications Utilities.

## **Monitor Cooperative Telephone Company**

### **2012 Annual 54.313 Report of High-Cost Recipient**

#### **54.313(a)(6) Ability to Remain Functional in Emergency Situations**

##### **Back-up Power**

**Monitor Cooperative Telephone Company** has the following back-up power capabilities:

##### **Switch:**

Stand alone Meta Switch with a Kohler 80 kw diesel (275 gallon tank) capabilities to run 64 hours with a 75% load.

##### **Subscriber Carrier:**

Ten remote DLC sites backed up with portable generators.

##### **Network Interface Devices (NIDs)**

**Monitor Cooperative Telephone Company** has 458 customers with metallic (copper) connections to the Central Office and their NIDs are powered from the Central Office.

**Monitor Cooperative Telephone Company** has 59 customers with non-metallic (fiber optic) connections to the Central Office. These customers' NIDs are battery powered in case of emergency. The batteries are rated to last 12 hours with no use and 8 hours with constant use.

##### **Ability to reroute traffic around damaged facilities:**

**Monitor Cooperative Telephone Company** has built redundant facilities between its exchange and connecting companies. This redundant facility is in the form of a SONET ring with alternate physical facilities between **Monitor Cooperative Telephone Company**, Canby Telephone and Molalla Telephone, its interconnection to the Public Switched Telephone Network.

##### **Capability to manage traffic spikes resulting from emergency situations**

**Monitor Cooperative Telephone Company** has 517 customers, switching capacity of 10,000 simultaneous calls, and transport capacity for 400 simultaneous calls. **Monitor Cooperative Telephone Company** takes no responsibility for the capabilities of interconnected networks to manage traffic spikes resulting from emergency situations, but will continue its best efforts for its networks during such events.

**Monitor Cooperative Telephone Company**

2012 Annual 54.313 Report of High-Cost Recipient

**54.313(h) Additional Residential Voice Rate Data  
As of June 1, 2012**

Rates and lines ABOVE the local urban rate floor of \$10.00

<u>Voice rate data</u>	<u>Rate</u>
Residential Local Service Rate -	\$14.05
State Subscriber Line Charges	\$0.00
State Universal Service Fee	\$1.08
Mandatory EAS Charges (1)	<u>\$2.40</u>
Total	\$17.53

Rates and lines BELOW the local urban rate floor of \$10.00

<u>Voice rate data</u>	<u>Rate</u>	<u>Number of Lines</u>
Emergency Line Local Rate -	\$1.00	
State Subscriber Line Charges	\$0.00	
State Universal Service Fee	\$0.07	
Mandatory EAS Charges (1)	<u>\$0.00</u>	
Total	\$1.07	<u>35</u>